



We are excited to announce our re-opening and are looking forward to welcoming our patients back into the practice from the 15th June 2020.

If you have been in touch or had your appointment rearranged during our closed period, we will be in touch shortly. We have not forgotten you, so you do not need to call us.

Please do not attend the practice unless you have an appointment and this has been confirmed by a staff member.

Your comfort and safety are extremely important to us and that is why I have spent the time of closure upgrading the clinic and introducing measures to keep our patients and staff SAFER than ever.

Some of the changes you will notice will be:

- Our practice will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again at your appointment
- We have hand sanitiser that we will ask you to use when you enter the practice. You will also find some in the reception area and other places in the practice for you to use as needed.
- We no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect
- Our toilet facilities will be out of use so please make arrangements before you attend the practice for your appointment.
- A distance of at least 2 metres must be observed if another patient is present in the dental practice. Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Payment for your appointment will be taken on the day you attend the practice. Only card payments will be accepted.
- All paperwork including consent forms and treatment estimates will be sent out prior to your appointment and returned via email with your signature acknowledging the treatment.
- Please arrive promptly for your dental appointment and park in the carpark and remain in your car as the front door to the practice will remain locked.
- Reception will ring you on the mobile number you provided and invite you into the practice for your appointment. With the exception of children and patients with carers, patients should come alone. Please leave all your personal belongings in the car including your phone, coat and handbag.
- Upon entering the practice, you will be asked to use the hand sanitiser at reception and will be given a face mask to wear and be escorted to the surgery.
- Upon entering the surgery please do not be alarmed when greeted by the dentist and nurse as they will now be wearing protective equipment that you could find daunting.
- Your next appointment if needed will be made with the nurse in surgery and there will be no need to return to the reception desk.
- After your appointment you will be collected from the surgery and escorted to the exit door located in the waiting room. We will ask you to use the hand sanitiser again before you leave and dispose of your face mask in the bin provided.

We will be using Enhanced PPE (FFP3 masks, visors, gowns) for all Aerosol Generating Procedures (AGP), for example drilling, complex extractions, dental implants or hygienist appointments. Since demand has outstripped supply, costs have risen to 3 or 4 times pre-Covid levels.

Routine examinations, reviews and consultations (Non AGP) do not require this level of PPE however a Covid Levy will now be applied to all AGP appointments and this will be charged at £35 and for all non AGP appointments there will be an added charge of £5.

We are hoping many of these measures will only be temporary, we are desperate to get back to some sort of normality.